



Celebrating the Art of Ceramics

Shop Associate

Application Deadline: April 8 at 5 pm

Start Date: asap

Salary: \$14/hour

Term: Part-time

The Gardiner Museum celebrates the art of ceramics and engages local and international audiences by promoting understanding of the long history of people crafting in clay. Through the display of its permanent collections and special exhibitions, as well as through studio education, programs that engage diverse communities, and major contributions to scholarship, the Gardiner champions ceramics. The Gardiner Museum is among the few museums in the world focused on ceramics, and is one of the most important specialty museums internationally.

The Gardiner Shop features unique handcrafted ceramics, jewellery, and textiles by top local and international designers. In addition to our ongoing retail selection, the Gardiner Shop hosts exhibitions featuring the work of top local artists and designers.

Duties:

- Oversees sales floor operations and volunteers.
- Handles gift card transactions, exchange/credit transactions, opening and closing the shop.
- Ability to liaise with other museum volunteers, staff, members and visitors.
- Some occasional administrative work including filing, packing and unpacking of items.
- Maintains a clean and organized shop, including dusting, restocking supplies, tidying up displays and storage facilities.
- Manages Shop volunteers on duty by ensuring they are ready to begin each shift, relaying updates on shop news, designating tasks, and assisting with volunteers with duties as necessary.
- Checks voice mail and ensure it is answer within 24 hours or refer to the appropriate person.
- Assists with artist drop off and pick up if needed.
- Trains new volunteers for the shop.
- Performs monthly spot inventory checks.

Technical skills:

- Proficiency in IT
- Working knowledge of NCR CounterPoint POS system or an alternate POS system
- An interest in art is preferable

Interpersonal, People Management and Customer Service skills:

- Minimum of two to five years of experience in retail
- Minimum of two to five years of experience volunteering in a cultural institution
- Excellent interpersonal and communication skills, including experience with teamwork and leadership
- Excellent customer service, including handling public queries or concerns and creating a welcoming atmosphere for the customer.
- Enthusiastic and welcoming attitude

Working conditions and special conditions of employment:

- The ability to work alone or alongside a volunteer per shift; will be sole sales associate or shop staff on hand during shifts.
- Must be available to work on Friday evenings, Saturday and Sundays as well as the occasional weekday and evening shift for special events or coverage.
- Comfortable standing for an extended period.
- Handling, lifting and wrapping art objects. Includes accessing objects from low shelves or glass cases, using a ladder to access objects from high shelves.
- May include taking customers down to shop storage.

To apply, candidates should submit a letter of interest and CV in one PDF document by April 8, 2018 at 5 pm to hr@gardinermuseum.com. Please reference "Shop Associate" in the subject line. No phone calls or visits please. For further information on the Gardiner Museum, please refer to our website: www.gardinermuseum.com.

The Gardiner Museum is an equal opportunity employer. Reasonable accommodations for disabilities will be provided, on request, to support applicants' participation in all aspects of the recruitment and selection process.

We thank all applicants for their interest; however, only those selected for an interview will be contacted.